

East Lancs Hospice Patient Feedback Survey Results

We ask patients & their family, carers or friends to provide us with feedback on the services they have used. This helps us to continue to improve our standard of care, ensuring that we can focus on resources where they are needed



So what do our patients or their carer / family or Friends think about ELH ...

100%

Agree that

- We cared for them as a person
- Upon first meeting, staff introduced themselves by name
- Their privacy & dignity needs were met
- Had confidence in staff
- Consent was obtained where needed
- They would recommend ELH to others

96%

Agree that

- There was opportunity to ask questions & discuss any worries or fears
- Spiritual & emotional needs were included in plan of care
- Their needs were met
- Teams worked together well to meet their needs
- ELH provided a safe environment

over
90%

Agree that

- Staff listened to & respected personal views, values & beliefs
- Information was provided to help them make decisions.
- They knew who they could speak to if they had any concerns

29 people have responded between January - July 2022
The services they have used are...

3 CaST
10 CNS
7 Counselling
7 Hospice @ Home
2 IPU

